

STANDARD OPERATING PROCEDURES

File Path:	S:\EEC\EEC Docs and Training\SOP	Created By:	Don Bolivar
Training Resources	Ship8 Resource Site	Department:	Returns Receiving
Visit EEC Wiki for more information or contact the Logistics Services and Training Department for any assistance.		Associate Level:	Clerk
		Application Level:	EEC Webpage
		Application:	Website
Create Date	Effective Date:	Last Revision Date	Revision Number:
6/15/2023	6/15/2023	8/23/2023	01.2

Tools Required	Safety/Hazard Controls	Description of Work
Computer, keyboard, mouse & EEC Webpage access, box/utility cutter, tape, tape gun, carton supply, 2*4 label and printer, adhesive paper tape, blank white labels	Exercise extreme caution when using box/utility cutter to prevent cuts or abrasions.	Using the Return Order List located under the Warehouse Management, Warehouse Return Mgmt. folder and US Warehouse Live to create, edit or receive customer returns.

01. Change Revision Log

Rev.	Date	Change Description	Changed By
01.1	6/15/2023	Initial SOP creation	don.bolivar@jlahome.com
01.2	8/23/2023	updated company logo	don.bolivar@jlahome.com

Legend

⏹ Stop ➡ Note ➡ Look Here ➡ Check Here Caution ⚠

02. Purpose

The purpose of the Return Order List page allows a trained Clerk to create, edit and/or receive RA No. (Return Authorization Number) customer returns. Used in parallel with US Warehouse Live allows for a systemic customer return process and would prevent and/or minimize the need for manual transactions.

03. Scope

These work standards apply to the Return Order List & US Warehouse Live and how the tasks should be performed by a trained Clerk. These steps are used when creating, editing or receiving an RA No. (Return Authorization Number) customer return, in order to issue credit for the return, regardless of the condition of the return.

04. Objective

⚠ Return Order List - if not created, edited or received properly would impact the following conditions:

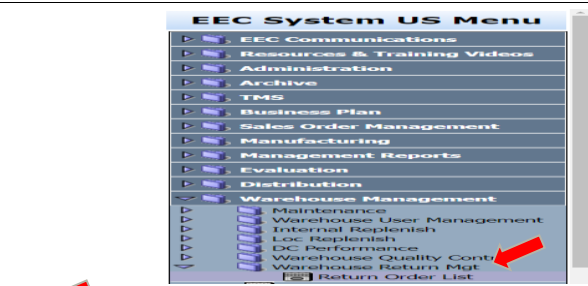
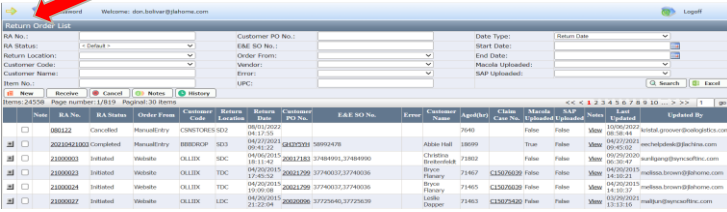
- I. Customer would not receive appropriate credit for the return.
- II. Would create an unnecessary manual receiving transaction.
- III. Would create aged RA numbers

05. Stopping Points





⏹	<p>Always Remember: "Do It Right The First Time" Only a few steps in creating, editing and/or receiving the customer return to ensure a systemic return to assist in issuing the customer credit for their return.</p> <p>Stop: OLLIIX & DSL (Designer Living) returns are not to be manually created in the Return Order List web page</p> <p>Stop: RA No. with a Customer PO # are to be received in US Warehouse Live</p> <p>Stop: Item numbers must be setup in the receiving warehouse location XRS, XRW & XR3 to proceed with the returns process</p> <p>Stop: If return items are not factory sealed, they are deemed return unusable</p> <p>Stop: Furniture returns can be factory sealed however if the carton is damaged, they are deemed return unusable</p>
➡	<p>EEC URL: https://eecsystem.com/login.aspx US Warehouse Live desktop link eechelpdesk@jlahome.com</p>

06. Getting Started - Login and Navigation

Step #	Task Description	Example Guide
Step 1	<p>Log into the EEC webpage by entering your valid company email address, as your User Name, and your own unique user Password.</p> <p>Click the OK button.</p>	

<p>Step 2</p>	<p>Select the Warehouse Management module</p> <p>Click the Warehouse Return Mgt folder</p> <p>Click on the Return Order List menu page</p>	
<p>Step 3</p>	<p>Expand the Return Order List menu page by using the directional arrow.</p>	

07. Determine if the Return is Usable or Unusable & Collecting Information

Step #	Task Description	Example Guide
<p>Step 4</p>	<p>Factory sealed returns are considered "return usable"</p>	
<p>Step 5</p>	<p>Cut out the return tracking label to collect as much information as possible</p> <p>Validate the item number of the return</p>	
<p>Step 6</p>	<p>Non factory sealed returns are considered "return unusable"</p>	
<p>Step 7</p>	<p>Open the package to collect as much information as possible</p> <p>Validate the item number of the return</p>	

Step 8

Furniture returns:

If factory sealed and no damage to the outer carton is considered **"return usable"**

If factory sealed and there is damaged to the outer carton is considered **"return unusable"**

If non factory sealed, it is considered **"return unusable"**

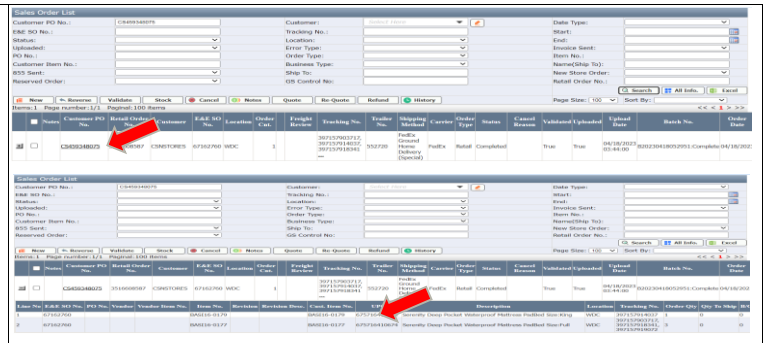


08. Validating the Return against an open RA No. (Return Authorization Number) or Prior Order/Shipment

Step #	Task Description	Example Guide																																																																																																																																								
<p>Step 9</p> <p>If there is an open RA No. with a Customer PO #, proceed to step # 41</p> <p><u>Search options:</u></p> <ol style="list-style-type: none"> 1 - enter name of the customer into the Customer Name field - click Search button 2 - enter return item number into the Item No field - click Search button 3 - enter the customer purchase order number into the Customer PO No field - click the Search button 	<p>On the Return Order List menu page, enter the collected information of the customer return to confirm if there is an existing or open RA No created for the return.</p>	<table border="1"> <thead> <tr> <th>Name</th> <th>RA No.</th> <th>RA Status</th> <th>Order From</th> <th>Customer Code</th> <th>Return Location</th> <th>Return Date</th> <th>Customer PO No.</th> <th>EAE SO No.</th> <th>Error</th> <th>Customer Name</th> <th>Agmt/Ref</th> <th>Chain Case No.</th> <th>Maeco</th> <th>SAP</th> <th>Updated</th> <th>By</th> </tr> </thead> <tbody> <tr> <td>MS021120606</td> <td>Completed</td> <td>PhosWt/Qty</td> <td>MS021120606</td> <td>MS021120606</td> <td>MS021120606</td> <td>MS021120606</td> <td>MS021120606</td> <td>MS021120606</td> <td></td> <td>MS021120606</td> <td></td> <td></td> <td></td> <td></td> <td>11/14/2013</td> <td>mschickel@deltron.com</td> </tr> <tr> <td>MS021122302</td> <td>Completed</td> <td>PhosWt/Qty</td> <td>MS021122302</td> <td>MS021122302</td> <td>MS021122302</td> <td>MS021122302</td> <td>MS021122302</td> <td>MS021122302</td> <td></td> <td>MS021122302</td> <td></td> <td></td> <td></td> <td></td> <td>09/09/13</td> <td>mschickel@deltron.com</td> </tr> <tr> <td>MS021206202</td> <td>Completed</td> <td>PhosWt/Qty</td> <td>MS021206202</td> <td>MS021206202</td> <td>MS021206202</td> <td>MS021206202</td> <td>MS021206202</td> <td>MS021206202</td> <td></td> <td>MS021206202</td> <td></td> <td></td> <td></td> <td></td> <td>09/09/13</td> <td>mschickel@deltron.com</td> </tr> <tr> <td>MS021206206</td> <td>Completed</td> <td>PhosWt/Qty</td> <td>MS021206206</td> <td>MS021206206</td> <td>MS021206206</td> <td>MS021206206</td> <td>MS021206206</td> <td>MS021206206</td> <td></td> <td>MS021206206</td> <td></td> <td></td> <td></td> <td></td> <td>09/09/13</td> <td>mschickel@deltron.com</td> </tr> <tr> <td>MS021206208</td> <td>Completed</td> <td>PhosWt/Qty</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td></td> <td>MS021206208</td> <td></td> <td></td> <td></td> <td></td> <td>09/09/13</td> <td>mschickel@deltron.com</td> </tr> <tr> <td>MS021206204</td> <td>Infracted</td> <td>Vehicle</td> <td>MS021206204</td> <td>MS021206204</td> <td>MS021206204</td> <td>MS021206204</td> <td>MS021206204</td> <td>MS021206204</td> <td></td> <td>MS021206204</td> <td></td> <td></td> <td></td> <td></td> <td>09/09/13</td> <td>mschickel@deltron.com</td> </tr> <tr> <td>MS021206208</td> <td>Completed</td> <td>Vehicle</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td>MS021206208</td> <td></td> <td>MS021206208</td> <td></td> <td></td> <td></td> <td></td> <td>09/09/13</td> <td>mschickel@deltron.com</td> </tr> </tbody> </table>	Name	RA No.	RA Status	Order From	Customer Code	Return Location	Return Date	Customer PO No.	EAE SO No.	Error	Customer Name	Agmt/Ref	Chain Case No.	Maeco	SAP	Updated	By	MS021120606	Completed	PhosWt/Qty	MS021120606	MS021120606	MS021120606	MS021120606	MS021120606	MS021120606		MS021120606					11/14/2013	mschickel@deltron.com	MS021122302	Completed	PhosWt/Qty	MS021122302	MS021122302	MS021122302	MS021122302	MS021122302	MS021122302		MS021122302					09/09/13	mschickel@deltron.com	MS021206202	Completed	PhosWt/Qty	MS021206202	MS021206202	MS021206202	MS021206202	MS021206202	MS021206202		MS021206202					09/09/13	mschickel@deltron.com	MS021206206	Completed	PhosWt/Qty	MS021206206	MS021206206	MS021206206	MS021206206	MS021206206	MS021206206		MS021206206					09/09/13	mschickel@deltron.com	MS021206208	Completed	PhosWt/Qty	MS021206208	MS021206208	MS021206208	MS021206208	MS021206208	MS021206208		MS021206208					09/09/13	mschickel@deltron.com	MS021206204	Infracted	Vehicle	MS021206204	MS021206204	MS021206204	MS021206204	MS021206204	MS021206204		MS021206204					09/09/13	mschickel@deltron.com	MS021206208	Completed	Vehicle	MS021206208	MS021206208	MS021206208	MS021206208	MS021206208	MS021206208		MS021206208					09/09/13	mschickel@deltron.com
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<p>Step 10</p> <p>On the Sales Order List menu page, enter the collected information of the customer return to confirm if the returned item matches a previous order/shipment</p> <p>Select the Sales Order Management module</p> <p>Click the Sales Order List menu page</p>																																																																																																																																										
<p>Step 11</p> <p>Expand the Sales Order List menu page by using the directional arrow</p> <p>Clear the Status and Business Type fields by selecting the blank option from the two drop down lists.</p>																																																																																																																																										
<p>Step 12</p> <p><u>Search options:</u></p> <ol style="list-style-type: none"> 1 - enter the item number into the Item No field - click Search button 2 - enter the customer name into the Name (Ship To) field - click Search button 3 - enter the customer purchase order number into the Customer PO No field - click Search 																																																																																																																																										

If the original order/shipment is found, confirm the item number to be the same as the returned item

Click the (+) button to expand and see the line item detail of the order



Step 13

If the returned item matches the original order/shipment proceed to step # 41



If the returned item does not match the original order/shipment proceed to step # 27

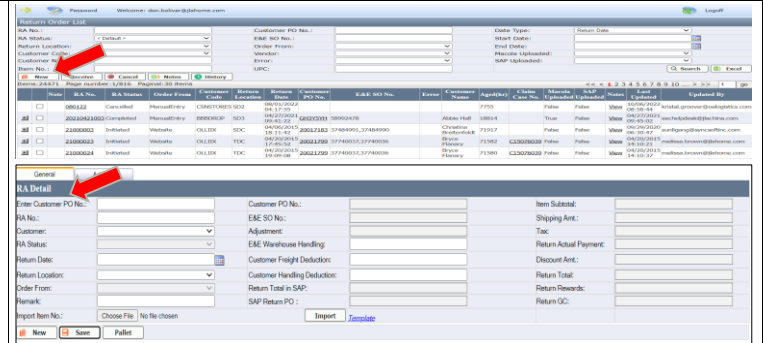
09. Creating an RA No. with a Customer PO

Step #	Task Description	Example Guide
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Step 14

On the **Return Order List** page, click the **New** button

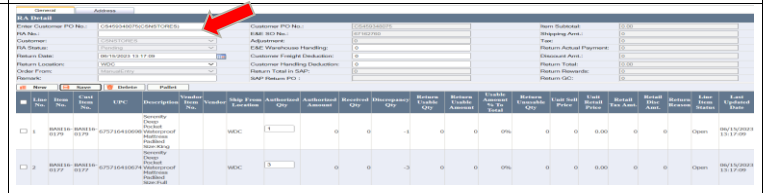
This will bring up the **RA Detail** page



Step 15

Enter the customer purchase order number into the **Customer PO No** field and click tab on your keyboard

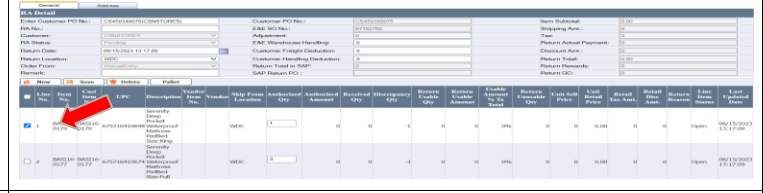
The original order detail will display at the bottom of the page



Step 16

In this example there are two line items on the original customer order

Select the line item that **was not** received and will be removed from the return authorization by clicking the box next to the **Item No**

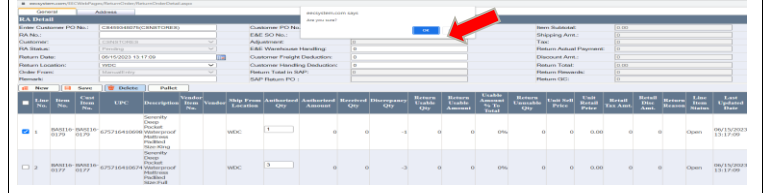


Step 17

Click the **Delete** button

A popup message "**Are you sure**" will display at the top of the page

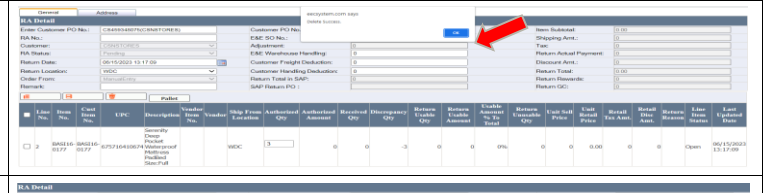
Click **OK**, to delete the line item



Step 18

A "**Delete success**" popup message will display at the top of the page

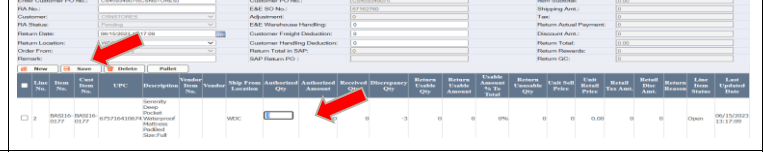
Click **OK**



Step 19

Enter the actual number of returned pieces under the **Authorization Qty** column

Click the **Save** button



Step 20

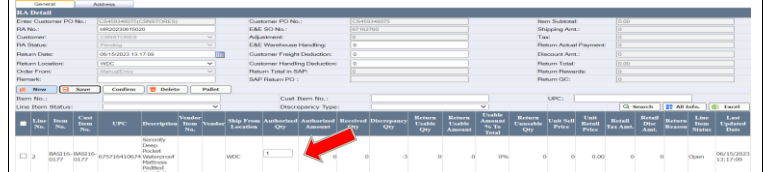
A "**Save Success**" message will display

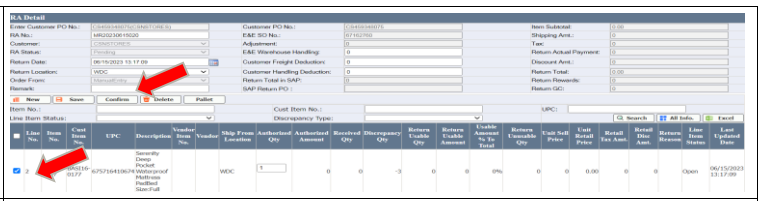
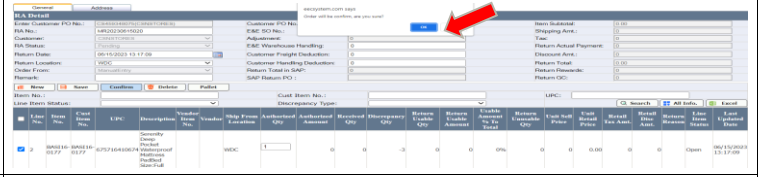

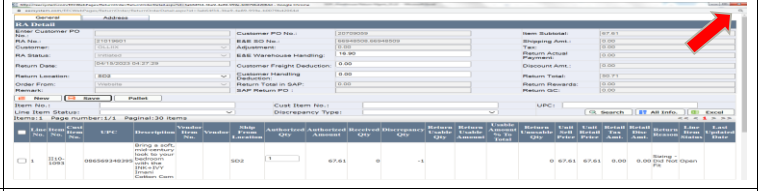
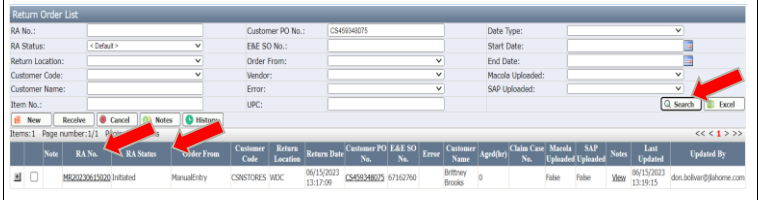
Click **OK**



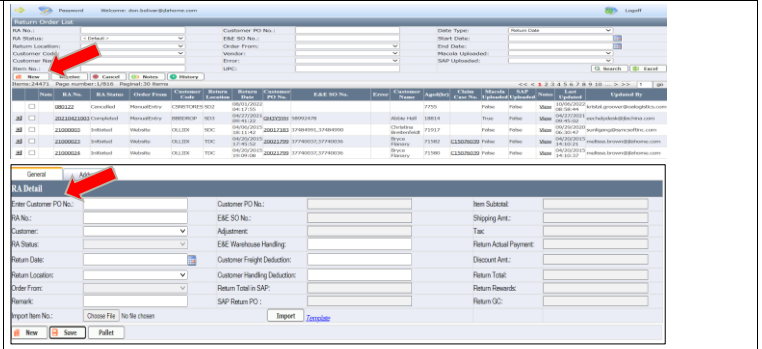
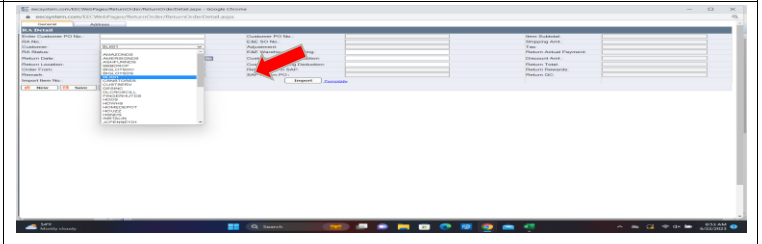
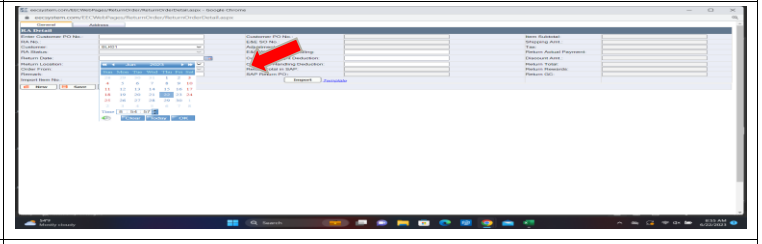
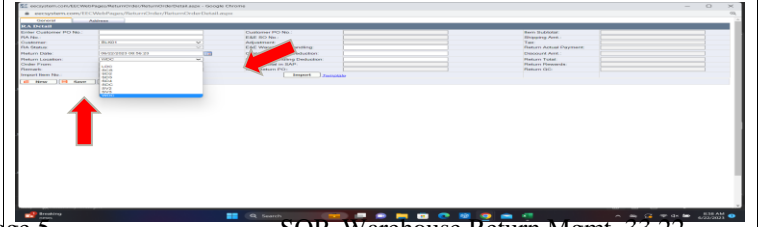
Step 21

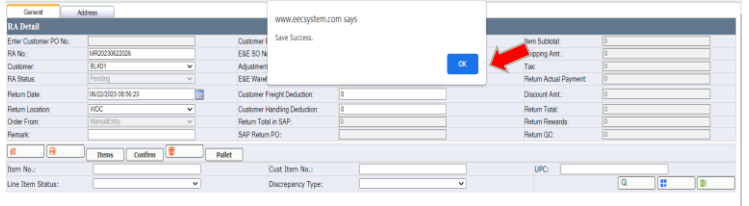
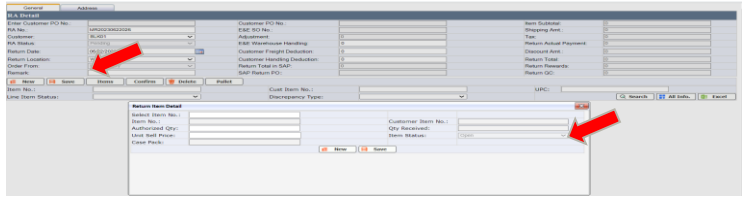
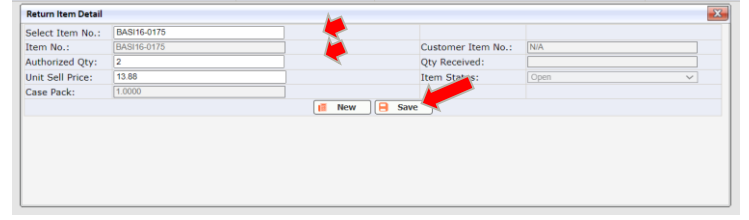
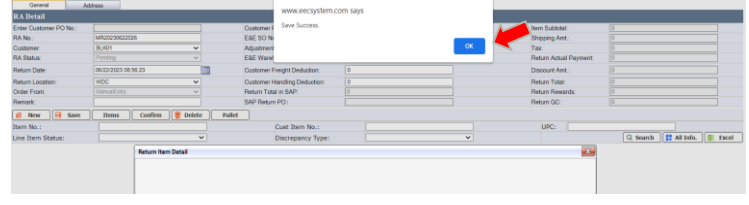
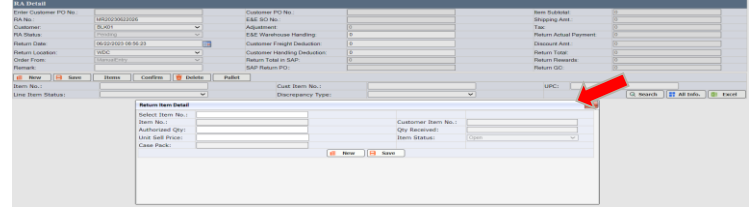
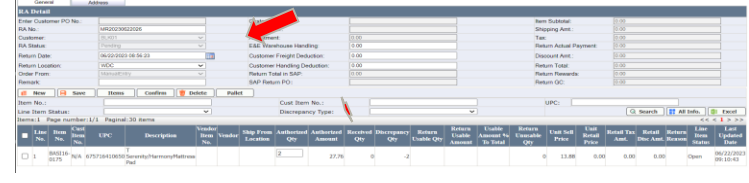
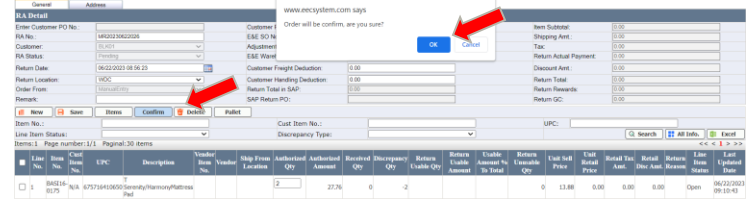
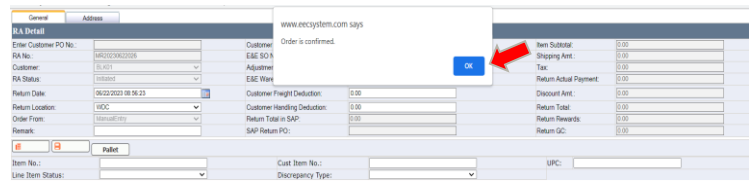
The **Authorized Qty** will update to the quantity you entered

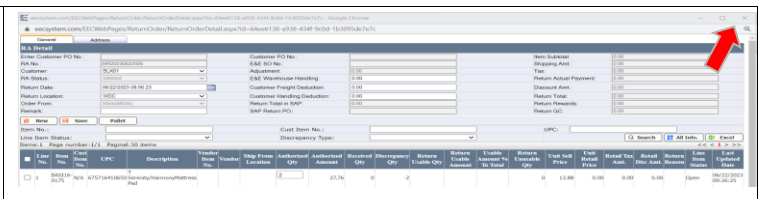


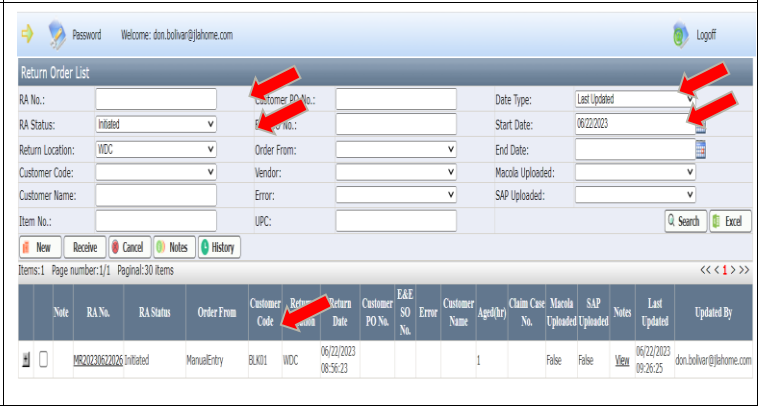
<p>Step 22</p>	<p>Select the line item by checking the box next to the Item No</p> <p>Click the Confirm button</p>	
<p>Step 23</p>	<p>A popup "Order will be confirm, are you sure" will display at the top of the page</p> <p>Click OK to confirm</p>	
<p>Step 24</p>	<p>A popup "Order is confirmed" will display</p> <p>Click OK</p>	
<p>Step 25</p>	<p>The RA Detail page will refresh</p> <p>Close the page by clicking the red (X) at the top right hand side of the page</p>	
<p>Step 26</p>	<p>On the Return Order List page</p> <p>Click the Search button</p> <p>The page will refresh and there will be a return authorization number under the RA No column and the RA Status will display in "Initiated" status</p>	

10. Creating an RA No. with no Customer PO #

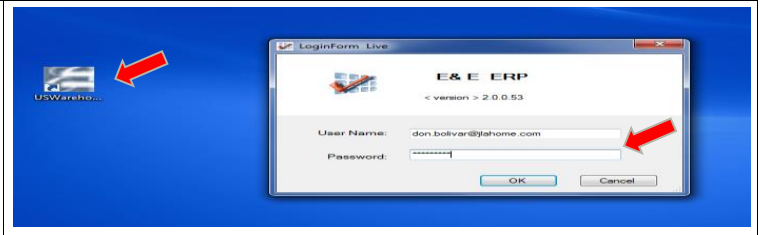
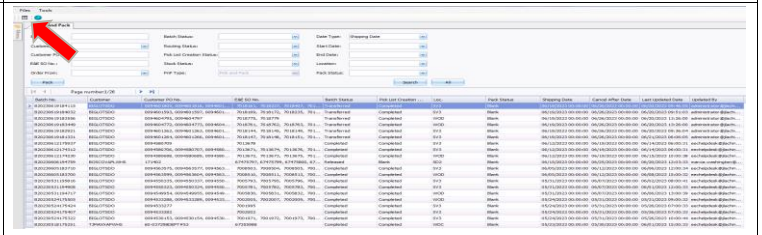
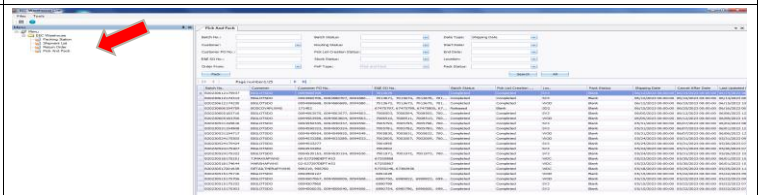
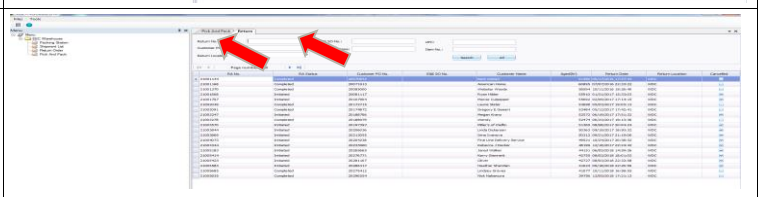
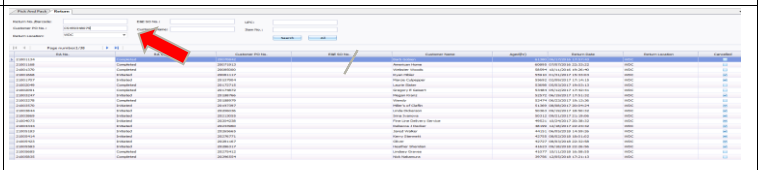
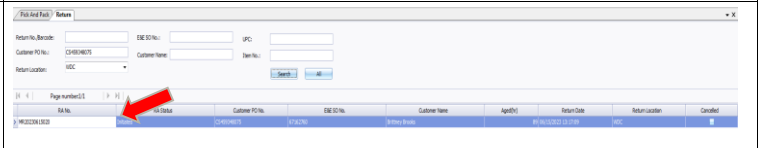
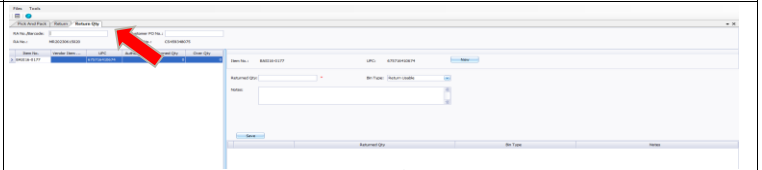
Step #	Task Description	Example Guide
<p>Step 27</p>	<p>On the Return Order List page, click the New button</p> <p>This will bring up the RA Detail page</p>	
<p>Step 28</p>	<p>Select the return customer from the Customer drop down list</p>	
<p>Step 29</p>	<p>Click on the <u>calendar icon</u> and select the date of the return</p> <p>Click Today or OK, the date and time will populate</p>	
<p>Step 30</p>	<p>Select the appropriate return location warehouse from the Return Location drop down list</p> <p>Click the Save button</p>	

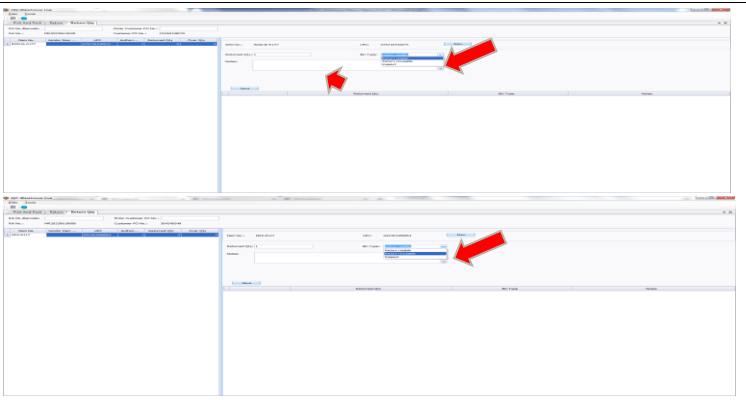
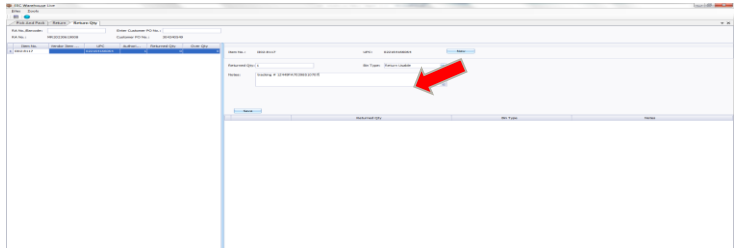
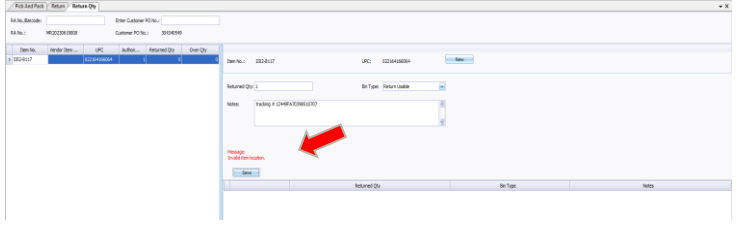
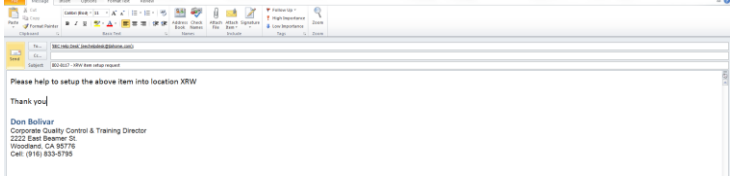
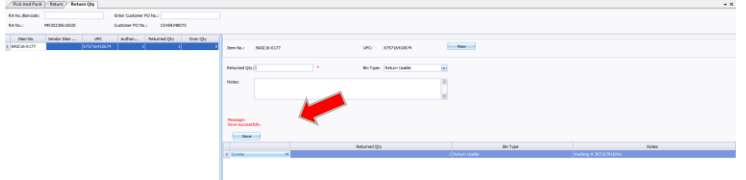
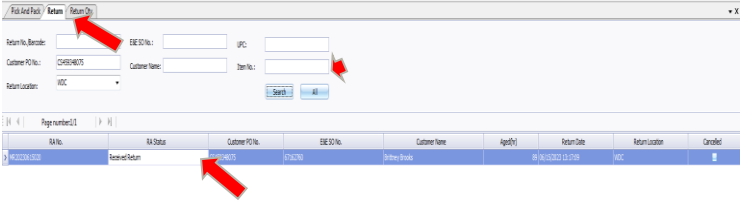
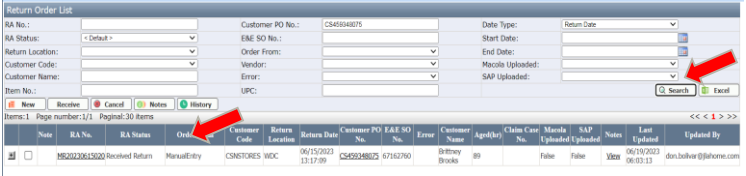
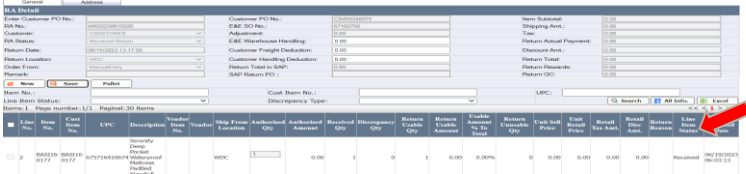
<p>Step 31</p>	<p>A "Save success" popup message will display at the top of the page</p> <p>Click OK</p>	
<p>Step 32</p>	<p>Click the Items button</p> <p>A Return Item Detail dialogue box will display in the middle of the page</p>	
<p>Step 33</p>	<p>With your cursor in the Select Item No field, type in the item number of the customer return</p> <p>Click the tab button on your keyboard and enter the number of pieces returned into the Authorized Qty field</p> <p>Click the Save button</p>	
<p>Step 34</p>	<p>A "Save success" popup message will display at the top of the page</p> <p>Click OK</p>	
<p>Step 35</p>	<p>Close the Return Item Detail dialogue box by clicking the "X" at the top right hand corner of the box</p>	
<p>Step 36</p>	<p>The RA Detail page will refresh and display the RA No of the newly entered customer return with the line item detail displayed at the bottom of the page</p>	
<p>Step 37</p>	<p>Click the Confirm button</p> <p>A popup "Order will be confirm, are you sure" will display at the top of the page</p> <p>Click OK to confirm</p>	
<p>Step 38</p>	<p>A popup "Order is confirmed" will display</p> <p>Click OK</p>	


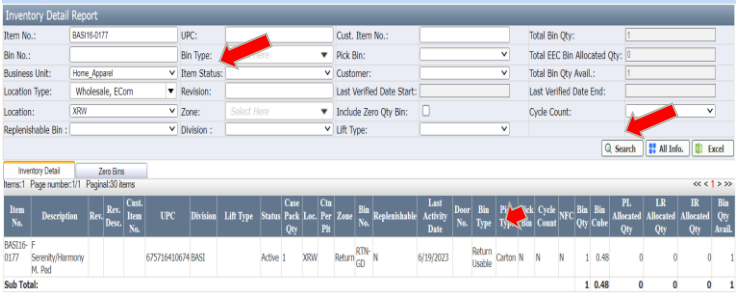
<p>Step 39</p>	<p>Close the RA Detail page by clicking the "X" at the top right hand corner of the page</p>	
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<p>Step 40</p>	<p>On the Return Order List page</p> <p>Select "Initiated" from the RA Status drop down list</p> <p>Select the appropriate warehouse from the Return Location drop down list</p> <p>Select "Last Updated" from the Date Type drop down list and then select the current date from the Start Date calendar icon</p> <p>Click the Search button</p> <p>The newly created RA No will display at the bottom of the page</p> <p><u>Use the Ecom Return scanner app to process the return</u></p>	
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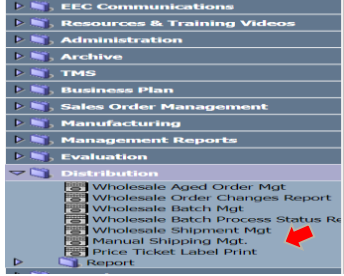
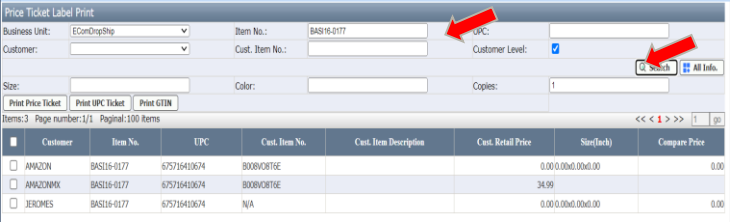
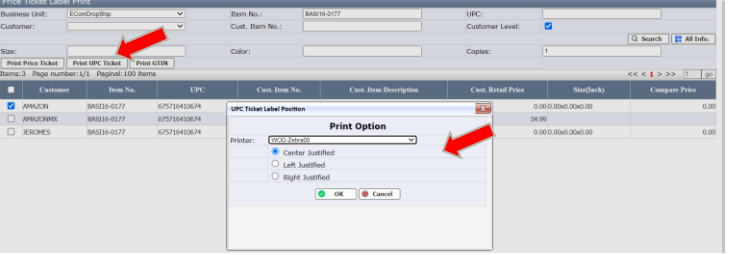


11. Receiving the Initiated RA




Step #	Task Description	Example Guide
<p>Step 41</p>	<p>Log into the US Warehouse Live webpage by clicking the USWarehouseLive icon on your desktop</p> <p>Enter you valid company email address into the User Name field and user password into the Password field</p> <p>Click the OK button</p>	
<p>Step 42</p>	<p>Click on the Show Menu icon at the top right hand side of the page</p>	
<p>Step 43</p>	<p>Select the Return Order menu page</p>	
<p>Step 44</p>	<p>Return tab will display</p> <p>Click the X to close the menu page</p>	
<p>Step 45</p>	<p>Enter the customer purchase order number into the Customer PO No field</p> <p>Click the Search button</p>	
<p>Step 46</p>	<p>The RA No will display at the bottom of the page</p> <p>Double click on the RA No</p>	
<p>Step 47</p>	<p>Return Qty tab will display</p>	

<p>Step 48</p>	<p>With your cursor in the Returned Qty field, enter the number of pieces returned</p> <p>Select the condition of the return from the Bin Type drop down list:</p> <p>Return Usable - means the returned item is factory sealed and is resalable</p> <p>Return Unusable - means the returned item is not factory sealed, or is a piece of furniture and the outer box is damaged and the item is not resalable</p> <p>Inspect - means the returned item needs further inspection</p>	
<p>Step 49</p>	<p>With your cursor in the Note field, enter any related notes of the return, such as tracking number, etc.</p>	
<p>Step 50</p>	<p>"Invalid Item Location" popup message</p> <p>This means that the returned item is not setup in the return warehouse location: XRS, XRW or XR3, and will require an email be sent to EEC team to request item setup prior to completing the return</p> <p>Continue to step # 37, if you do not receive this popup message</p>	
<p>Step 51</p>	<p>Email eechelpdesk@jlahome.com</p> <p>Subject line to include <u>item number</u> and <u>receiving location: XRS, XRW or XR3</u> setup request</p>	
<p>Step 52</p>	<p>Click the Save button on the Return Qty tab page</p> <p>A "Save successfully" popup message will display in the middle of the page</p>	
<p>Step 53</p>	<p>If you click on the Return tab and click the Search button, the RA Status will be in "Received Return" status</p>	
<p>Step 54</p>	<p>Back on the Return Order List page, click the Search button, the page will refresh and the RA Status will also display in "Received Return" status</p>	
<p>Step 55</p>	<p>If you click on the RA No, the RA Detail page will also display the Line Item Status as "Received"</p>	

<p>Step 56</p>	<p>If you navigate to and select the Warehouse Queries module</p> <p>Click the Inventory Detail Report folder</p>	
<p>Step 57</p>	<p>Enter the returned item number into the Item No field</p> <p>Select Home Apparel from the Business Unit drop down list</p> <p>Select the appropriate return location from the Location drop down list</p> <p>Click the Search button</p> <p>The received return will display at the bottom of the page in either Return Usable or Return Unusable bin type</p>	

12. Preparing the return for put away

Step #	Task Description	Example Guide
<p> Step 58</p>	<p>Return Usable:</p> <p>Click on the Distribution module</p> <p>Click on the Price Ticket Label Print menu page</p>	
<p>Step 59</p>	<p>Enter the returned item number into the Item No field</p> <p>Click the Search button</p>	
<p>Step 60</p>	<p>Select a Customer by checking the box next to the customer column</p> <p>Click Print UPC Ticket</p> <p>Select the appropriate printer from the Printer drop down list</p> <p>Check the appropriate print options</p> <p>Click OK</p>	
<p>Step 61</p>	<p>Retrieve the 2*4 UPC label from the appropriate printer</p>	
<p>Step 62</p>	<p>Rebox the return usable item into an appropriate size carton</p> <p>Affix the UPC label to the bottom right hand side of the outer carton</p>	

<p>Step 63</p>	<p>Securely tape the carton</p> <p><u>Use the Bin Transfer scanner application to return the item to stock</u></p>		
<p>Step 64</p>	<p>Furniture - Return Usable</p> <p>Place brown adhesive tape or white label over any misc. carton markings</p> <p><u>Use the Bin Transfer scanner application to return the item to stock</u></p>		
<p>Step 65</p>	<p>Return Unusable:</p> <p>Place the item back into the original returned package and tape shut</p> <p>Place the unusable returns onto a pallet</p> <p><u>Use the Bin Transfer scanner application to transfer the item to your damaged stock area</u></p>		

Management Approvals

By signing the below, you confirm that you have read, understand and approve the described procedures and standards to be the best practices.

Name (Printed)	Signature	Organization	Title	Date
			Manager	
			Director	
			Executive	